

CRFCA ITT Appendix F; last 12 months' call statistics

Count by Incident Types				
This report contains data Incidents submitted in Last 12 Months				
Type of Incident	Main Category	Count	General description of incidents	
Applications	User Account Control (UAC)	2352	Creating users, password resets, login issues, change of names etc	
	MS Outlook	792	Issues in accessing data, authentication, sending/receiving emails	
	McAfee	509	AV Issues, updates, errors, blocking items, messages received	
	RFC Portal	487	PQO, and ACF Bookings questions from contractors and RFCAs, data issues	
	BitLocker	450	Passcode issues, re-installs, lost keys, errors	
	Sharepoint	423	Search, deleted file recovery, permissions, general help	
	ownCloud	386	Setting up, file transfer, limits, general how to	
	MS Office	267	General help with office, errors, re-installs	
		Symphony	152	System level issues, email relay not working, access to webserver (Application support is through SFL)
		JPA		
			147	Access to JPA, not working due to software compatibility, general questions
		Anti-Virus	132	General issues and messages, re-installs, updates
		Alternative Venues	61	User support for the application, changes to data, look and feel
		Backups	21	Using the backups to recover lost or deleted data
		Sage Payroll/ Sage HR	79	Setting up, general user access, updates to software
		Colligo	54	
		BMC Service Desk	44	
		Exchange Server	59	
		MS Internet Explorer	88	
		Adobe Acrobat Reader	33	
		MS Word	78	
		WatchGuard Mobile VPN	58	
		Westminster	27	
		Training	38	
		Web Site	43	
		MS Excel	33	
			17	
		MS Access	29	
		Avaya	23	
		VMware	123	
		VDT Related	344	
		MS PowerPoint	24	
		CCF/JPA		
			361	This relates to the sub contract for providing payroll service to the CCF. Please see separate contract description. This should be included in the tender. Happy to discuss.
		Skype for Business	102	
		MS Visio	18	
		Salesforce	39	
		Bcrypt Baseline	5	
		Windows Media Player	25	
		Java	24	
	MJDI	14		
	Apple iCloud	6		
	MS Project	3		
Account Administration	Microsoft Domain/Active Directory	1152		
	EGS / IGS Gateway Related	143		
	Exchange	181		
	VDT Account Administration	605		
Network	Office 365	15		
	Firewall	44		
	Intranet/Internet	151		
	LAN	42		
	Wi-Fi	34		
	Remote Connectivity	59		
	Proxy Server	36		
	Telephone	43		
	Switches	46		
	WAN	10		
	RLI	34		
General Information	General Question	541		
	How To	66		
Hardware	Printer (network)	289		
	Printer (local)	218		
	Laptop	109		
	Desktop PC (standard)	98		
	Server	44		
	Scanner	41		
	Surface Pro	34		
	Monitor	25		
	Keyboard	18		
	Mouse	38		
	CD/DVD ROM	15		
		Multi-functional (Printer/Scanner/Copier)	44	
		NIC	33	Needed update to drivers or other changes to fix the issue
		Speakers/Sound	24	
		Hard Drive	13	
	Port Replicator	33		
	Video Card	12		
Mobiles / Tablets	iPhone	463		
	Android	142		
Operating System	Windows PC	169		
	Windows Server	35		
Permissions	File / Folder Permissions	95		
	SharePoint Permissions	58		
Communications	Telephone	31		
	IP Office	19		
	BT	28		
Training Requirements				
	Training	69		
		13369		
	OOH (and weekends) Calls included	740		
	Total Weekday calls	12629		